

Abegail Pas

Travel Consultant

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☎ (856) 558-2454
📍 125 Maple Street, Rochester,
NY 14620

Education

Diploma in Travel and Tourism Management at New York Institute of Travel and Tourism Management

Aug 2017 - May 2022

Relevant Coursework:
Destination Planning and
Management, Sustainable
Tourism Practices, Hospitality
Management, Travel Marketing
and Sales, Event Planning, Airline
Operations, Customer Service,
and Travel Law and Ethics.

Links

[linkedin.com/in/abegailpas](https://www.linkedin.com/in/abegailpas)

Skills

Itinerary planning

Destination knowledge

Budget management

Sabre proficiency

Amadeus expertise

Customer service

Problem-solving

Languages

English

German

Profile

Results-driven Travel Consultant with 1 year of experience providing exceptional customer service and personalized travel solutions. Adept at understanding clients' unique needs, identifying cost-effective options, and creating memorable travel experiences. Skilled in leveraging industry knowledge, negotiation techniques, and relationship-building to consistently exceed performance goals. Demonstrated ability to adapt and learn quickly in a fast-paced environment.

Employment History

Travel Consultant at Protravel International, NY

May 2023 - Present

- Successfully planned and organized over 500 customized travel experiences for clients in a single year, achieving a 98% satisfaction rate and generating over \$2 million in sales for Protravel International.
- Streamlined the booking process by implementing a new CRM system, reducing administrative tasks by 30% and increasing overall team efficiency, resulting in a 15% increase in bookings within six months.
- Developed and maintained relationships with over 100 travel suppliers, including airlines, hotels, and tour operators, securing exclusive deals and discounts for Protravel International clients and contributing to a 20% growth in repeat business.

Associate Travel Consultant at Tzell Travel Group, NY

Jul 2022 - Mar 2023

- Successfully managed over 200 complex travel itineraries within a year, resulting in a 95% client satisfaction rate and contributing to the company's annual revenue growth of 8%.
- Streamlined the booking process by implementing an efficient system for tracking and organizing client preferences, leading to a 20% reduction in time spent on reservations and a 10% increase in repeat clients.
- Established strong relationships with key hotel and airline partners, negotiating exclusive deals that led to a 15% increase in sales of ancillary services such as upgrades, lounge access, and additional amenities for clients.
- Developed and delivered a comprehensive training program for new hires, improving the onboarding process and reducing the average training period by 30%, which led to quicker productivity and increased employee retention rates.

Certificates

Certified Travel Associate (CTA)

Feb 2022

Destination Specialist (DS)

Jan 2021